

INSIDER'S EDGE: Issue 145: HBX System Updates for February

Heads up, Insiders! Changes are coming to the Health Benefit Exchange (HBX) system this month. Below is summary of some changes that will go into effect on today—Friday, February 17.



Having a “ruff” morning? Read on for exciting changes to the HBX system!

1) Ability to cancel changes before submission.

When a user clicks the [Submit](#) button after making changes to an application, the system will now prompt: “Are you sure you want to submit the changes?” If the user selects [Cancel](#), the case will remain as it was before the user entered changes. If the user would like to make further edits he or she can select [Cancel](#) and try again.

2) Updated List of Verification Documents in Consumer and Worker Portals for Identity and Social Security Number (SSN).

The [list of preferred documents](#) to verify Income, Identity, SSN, Citizenship, and Immigration is updated and available through the Consumer and Worker Portals.

3) Unscheduled redetermination for Medical Assistance (MA).

Case managers will now be able to set a case for an unscheduled redetermination. If for any reason a case needs to be updated or changed due to income, SSN, “unable to locate”, household composition, etc., the case manager can trigger an unscheduled redetermination. A notice will go out to the consumer detailing any Verification Check List (VCL) items that need to be satisfied to continue eligibility. The consumer will have 30 days to return the verifications or the system will automatically close the case on the last day of the month that completes the “adverse action.”

Questions? Send an email to dhmh.medicaidmarge@maryland.gov.